

Kingborough Council

Information Package for Applicants



Position:	Customer Service Officer, Position Number 000035
Employment Status:	Ongoing, Part Time (32 hours per week)
Department:	Information Services Department
Applications Close:	4pm on Friday 23 August 2019



KINGBOROUGH COUNCIL
www.kingborough.tas.gov.au

Our Municipality

Kingborough is situated 10 km south of Hobart, the capital city of the state of Tasmania, Australia. Kingborough has one of the longest stretches of coastline in the State (336 kilometres) and covers a total area of 717 square kilometres. The population is approximately 37,000 and the main towns are Taroona, Kingston, Blackmans Bay, Margate, Snug, Kettering, Woodbridge and Middleton. The Municipality also includes Bruny Island which lies just off the coast and can be reached by vehicular ferry from Kettering.

Kingston is the major commercial, retail and administrative centre for the Municipality. Local industries include fish processing, aquaculture, tourism, viticulture, boat building, civil engineering as well as the Australian headquarters for Antarctic Research, the Antarctic Division.

Kingborough is essentially residential in nature and has one of the highest growth rates in the State. The rate of population growth in the last five years was 5.8%, or 1.2% per annum. The localities with the greatest population growth rates are Kingston, Blackmans Bay, Margate and Snug. By 2022, Kingborough's population is likely to be about 41,000.

Kingborough Council operates from the Civic Centre at 15 Channel Highway, Kingston. It also has a Service Centre at Alonnah on Bruny Island and a Works Depot at Kingston. The municipality comprises over 16,000 rateable properties and the Council has an estimated consolidated income of approximately \$35M.

Council employs around 220 staff in managing and delivering a wide range of services including planning and development, infrastructure services and community services. Facilities managed by the Council include a multi-complex sports centre as well as an extensive network of sporting grounds, local halls and community centres.

Position Advertisement

Customer Service Officer

The Customer Service Officer is the first point of contact for all council related enquiries, ensuring an effective frontline service to our customers and clients.

To be successful in this role, you will have previous experience in a customer service environment, together with a positive and flexible approach to work. You should also possess sound interpersonal and communication skills, as well as competent computer skills. Previous cash handling experience would be well regarded.

The position is on-going part-time (32 hours per week), with a pro-rata salary based on the range of \$56,287 to \$57,700 per annum.

For more information, please contact Kelly Nichols, Customer Service Coordinator on 03 6211 8200.

How to Apply: The Information Package for this role is available on Council's website www.kingborough.tas.gov.au. To ensure your application is considered, you must provide a current resume and a statement addressing the selection criteria. Applications can be submitted online through the Employment Portal on Council's website.

Applications close at 4.00pm on Friday 23 August 2019.

Key Selection Criteria

Please address these selection criteria in your application


Essential

1. Previous experience in customer service environment, with proven achievement of high quality results.
2. Strong interpersonal and communication skills and the ability to assist customers from all backgrounds.
3. Enthusiasm and ability to work co-operatively as part of a team, but when necessary also work independently without direct supervision.
4. The ability to use initiative in resolving problems and to resolve complaints as appropriate.
5. Well-developed administrative skills and ability to plan, organise and prioritise a range of administrative tasks to well established guidelines.
6. Competent keyboard skills using Microsoft Office products and the ability to use a range of specialist local government programs including Local Government Information System, GIS, CRM and Electronic Document Management systems.

Desirable

1. Experience and knowledge in local government systems, procedures and activities.
2. Cashiering experience and use and knowledge of computerised financial systems.

Position Description

 Kingborough	Customer Service Officer	PD No 000071		
		<small>VERSION</small> 04	<small>LAST REVIEWED</small> Aug 2019	<small>NEXT REVIEW</small> August 2021
Classification	Administrative/Clerical Officer Level 2			
Special Conditions	<ul style="list-style-type: none"> A National Police check will be required for this position. 			
Position Objectives	<ul style="list-style-type: none"> As a member of the Customer Service Unit, work cooperatively with other team members to provide accurate, appropriate, timely and friendly advice and information relating to Council's services, activities and facilities. Contribute to the efficient and effective administration functions of the Customer Service Unit. 			
Key Responsibilities	<ul style="list-style-type: none"> Provide first point of contact for customer enquiries, whether in person at the customer service counter, by telephone, or by email. Answer telephone calls to the main Council number, and resolve them as a customer service activity, or transfer them to the appropriate departmental officer, as appropriate. Undertake cashiering tasks including revenue collections, and the accurate allocation of transactions to properties, applications, and the general ledger system. Attend to customer requests in an effective and efficient manner, ensuring that accurate and appropriate information is entered into databases and forwarded to the appropriate section or officer. Undertake the daily balancing and banking of receipts, the preparation of cash floats and processing of receipting from Council's external offices. Deal with customer enquiries in relation to a broad range of Council services and functions. This includes general advice on the Planning 			

	<p>Scheme and application process, the Building Act and application process, rates and receipting, environmental health, dog registration, By-Law compliance, kerbside waste collection, community events, facility bookings, asset maintenance and upgrades, Council meetings and other regulatory operations.</p> <ul style="list-style-type: none"> • Undertake a range of administrative functions including petty cash reconciliation, facility bookings, application lodgement, inspection bookings, creating and sending kerbside waste collection requests and reporting, completing and sending 337 requests, lodging customer service requests, record keeping and providing administrative support to other departments where possible. • Undertake other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.
Organisational Relationships	<p><u>Reports to:</u> Customer Service Coordinator</p> <p><u>Internal Liaisons:</u> All staff and Councillors.</p> <p><u>External Liaisons:</u> Community, customers, contractors, consultants, Government agencies.</p>
Code of Conduct	<p>Council is committed to maintaining the highest standard in our dealings with the community and promoting equity and respecting diversity within the workplace. Council's Code of Conduct for employees details the principles of good conduct and standards of behaviour that Council has determined the community can reasonably expect employees to demonstrate in the performance of their duties and functions.</p>
Work Health and Safety	<p>Council recognises the need for all staff to play a role in workplace occupational health and safety. The employee shall comply, so far as is practicable, with all relevant Work Health and Safety policies, procedures, legislation and good practice including:</p> <ul style="list-style-type: none"> • adhering to all safe working procedures. • adhering to Council's Work Health and Safety and Risk Management policies.

	<ul style="list-style-type: none"> • taking reasonable care of themselves and others who may be affected by their actions. • ensuring due care is taken for any Council property for which the officer is responsible. • taking due care to prevent property losses or damage.
Security of Council Information	Security of Council information viewed or accessed during the course of employment is not to be divulged to any person unless authorised to do so.
Customer Service	Council is committed to the provision of timely, efficient, consistent and quality customer service. Council's Customer Service Charter outlines the rights of our customers, the standard customers can expect when dealing with Council and what a customer can do if dissatisfied with Council decisions for actions.
Qualifications and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous experience in customer service environment, with proven achievement of high quality results. • Strong interpersonal communication skills and the ability to assist customers from all backgrounds. • Enthusiasm and ability to work co-operatively as part of a team, but when necessary also work independently without direct supervision. • Ability to use initiative in resolving problems and to resolve complaints as appropriate. • Competent keyboard skills using Microsoft Office products and the ability to use a range of specialist local government programs including Local Government Information System, GIS, CRM and Electronic Document Management systems. • Well-developed administrative skills and ability to plan, organise and prioritise a range of administrative tasks to well established guidelines.

	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience and knowledge in Local Government systems, procedures and activities. • Cashiering experience and use and knowledge of computerised financial systems. • Ability to accurately interpret plans and maps.
Personal Attributes	<ul style="list-style-type: none"> • Strong commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire. • Demonstrated willingness to participate in self development programs to enhance personal contribution to the organisation. • Ability to build and maintain co-operative relationships. • Highly motivated with the ability to work in a team environment.
Behavioural Skills	<ul style="list-style-type: none"> • The ability to function as a competent, motivated and professional member of the Customer Service Team and demonstrate a commitment to the Council's values and expected behaviours.

Final Checklist for Applicants

Before sending in your application, use this checklist to make sure you have not missed out on important details. In particular, check that you have:

- Read the Position Description and the Selection Criteria Statement.
- Included relevant information in relation to each of the Selection Criteria and attached supporting relevant documents.
- Your summary should provide information of your work history, responsibilities, achievements, qualifications, knowledge, skills and experience which is directly related to each of the selection criteria.

You need to forward your application to the address specified below by the closing date detailed in the advertisement. Please ensure that your application includes:

- A brief letter of introduction stating the reasons why you seeking the position with the Council.
- A summary addressing each of the Selection Criteria
- A current copy of your resume
- Please note that a National Police check will be required for this position.

Your application should be addressed “**Confidential Job Application – Customer Service Officer** and submitted online through the Employment Portal on Council’s website, www.kingborough.tas.gov.au

Good luck with your application